

# Newton Free Library

City of Newton Performance Management  
May 2011 Scorecard



## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting the target  
Red = actual value more than 10% away from meeting the target



## Trend Key

Up = actual value has improved since last reporting period  
Right = actual value has stayed the same since last reporting period  
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
<b>1. Provide patrons with up-to-date and relevant collections and resources</b>					
		Main Library circulation	144,827	141,000	3,827
		Interlibrary Loans (updated yearly in July)	167,826	167,826	0
		Overall Total Circulation including interlibrary loans (updated yearly in July)	1,982,502	1,982,502	0
		Percentage of Newton residents that have library cards (updated yearly in July)	56.3	56.3	0
		% of total circulation from Newton's collection (updated yearly in July)	93	93	0
<b>2. Provide enhanced access to library resources and services</b>					
		Percentage of circulation using Express Lane checkout	24	25	1
<b>3. Serve as curator and partner in the pursuit of information, entertainment and culture.</b>					
		Total visitors to the library	58,983	60,000	1,017
		Total programs	205	131	74
		Total patrons attending programs	4,996	3,400	1,596

## Notes